FSC-3-B 1/8/98 SUBJECT: 1998 Retail Accrual Program Manual			1221
X AVP X RSM	X KAM X AM	X DM X RM	1225 1226
X RBM X ROM	X AE	Sales Rep Retail Rep	1229 1240
			1244

Objective:

Communicate Availability Of Revised Retail Accrual Manual

Purpose:

Provide A Streamlined Handbook Which Contains Critical Program Elements For

Users:

- Field Sales Version
- ROU Version
- An assessment of the Retail Accrual Program revealed the following opportunities:
  - Some confusion exists relative to Field guidelines and program implementation/ administration/maintenance
  - Need to share "Best Practices"
  - Need to clarify reporting procedures
- In 1998, the Retail Accrual Manual is available in two versions:

## Field Sales Version - Contains critical elements of program

- Planning
- Field Administration
- Reporting Procedures
- Statement Explanation
- Best Practices
- Appendix

This document resides in (G:) \_sales \_98plans RAC (RETACFS2). It is recommended that each ROU distribute this version to Region management and Sales Representatives.

## ROU Version - Contains all of the information in the Field Sales version, plus all other essential detail elements

- Administrative Procedures
- Maintenance Functions
- Revised Voucher Form (includes section for reporting retailer match)

This version resides in (G:) \_sales \_98plans RAC (RETACC2.DOC) and should be maintained in the ROU as a reference document.

It is our expectation that the two separate manuals will provide you with a simplified, yet effective tool for managing the Retail Accrual Program on a day-to-day basis.

**Program Contacts:** 

Jim Perry, extension #4360 Anne Cullip, extension #1401

## R. J. REYNOLDS TOBACCO COMPANY